
GDPR Policy

FirstChoice Locksmiths (GDPR) Data Protection Policy 2018.

In this Policy document dated 25/5/2018 the customer is referred to as 'you' or 'your' & our Company as 'we', 'us', 'our'.

Your data: how it is collected, stored and used. - Any data collected by us is for the purpose of satisfying your request for us to do the work requested by you. We will need your full name, address and full invoice details for work to be carried out for 'you'. This data will never be passed on to a third party.

Invoicing & Job sheets - All data collected will be used solely by us for the purpose of entering the details of your requested work onto our diary and to raise a job sheet for our engineers to successfully carry out their daily tasks. Following this, we will also create an invoice or a receipt for the work carried out by 'us'. All details collected by us are filed away for 6 years as per the requirements from HMRC, (Her Majesty's Revenue & Customs) law.

Invoicing Data - Some of the data collected by us is kept on secured computers which are password protected and only accessible by our staff. Passwords are changed frequently. All computers are locked in our business premises.

Processing your data - Your data will be used as correspondence data, FirstChoice Locksmiths may contact you by emailing or calling to give you updates on the service required or to send you a written quote. The legal basis of processing the correspondence data is the legitimate interest to perform a service, requested by you from us.

Your data will be used as transaction data and it may be used for financial records such as VAT invoices and it will be kept for 6 years. The legal basis of this processing are the 'legal obligations' to which FirstChoice Locksmiths is subject.

Storing your data - Any private data relating to registered keys or master suites is stored on computerised and physical documentation, which is stored on computers which are password protected and filed away in a locked cabinet within the business premises, of FirstChoice Locksmiths accessible by our staff only, secured by high level security.

Data Disposal - Once your data is no longer relevant/needed FirstChoice Locksmiths will shred the documents.

Data breaches - FirstChoice Locksmiths has standard procedures to protect your details against data breaches such as passwords for electronic files, and secure filing cabinets for physical documents.

FirstChoice Locksmiths understands the legal requirements to report a data breach to ICO (Information Commissioner's Office) in maximum of 72 hours from the event. We also commit to inform every person that has been affected by the data breach.

Amendments - We may update this policy in order to improve our data management..We will notify you of any significant changes to this policy.